



pathways
southwest

Towards better mental health

Patron

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Entry and Exit Planning Policy & Procedure

APPROVED BY: Pathways SouthWest Board of Management

APPROVAL DATE: September 2020

REVIEW DATE: September 2022

VERSION: 2

THIS POLICY & PROCEDURE APPLIES TO: Pathways SouthWest Board of Management, Staff, Students, Volunteers, Consumers, Carers, other Stakeholders and the General Public

Entry and Exit Planning Policy & Procedure

Entry and Exit Policy

This policy mandates that all Pathways SouthWest staff shall work together towards a coordinated and effective service that recognises entry into and discharge from Pathways SouthWest. Entry and exit is viewed as a single process that enables staff to provide structured and continuous care. Accordingly, discharge planning commences at the point of entry and continues throughout the service user's engagement with our service.

For full details of access to Pathways SouthWest services, refer to Access and Equity Policy.

Entry:

- All service users referred shall be considered for inclusion into our service.
- All referrals shall be triaged by Manager Services, Quality and NDIS and if the referral is considered appropriate, an assessment shall be undertaken with the service user and "nominated other" (carer and/or family member) as appropriate.

Exit:

Exit planning involves the development and maintenance of a specific plan, for each service user, for the process to be followed when that service user is ready to leave or chooses to exit our service. Whenever possible, this is a collaborative process with service users, carers, families, nominated others and other relevant service providers. Refer to Exit Planning Guidelines.

Principles

The principles that underpin this Policy, and which have been taken into account in the formation of this Policy, are articulated in the Access and Equity Policy.

Procedures

Pathways SouthWest staff shall plan for entry and exit in accordance with the Exit Planning guidelines.

Responsibility

It shall be the responsibility of the Chief Executive Officer to ensure that the requirements of these procedures are complied with.

Related Documents

Access and Equity Policy

Exit Planning Guidelines

Definition

- Exit planning is when a specific plan or process is made for what happens with a service user who is ready to leave or exit the service. Whenever possible, this is a collaborative process involving service users, carers/families (or nominated others) and other relevant service providers.

Reasons for exit

- Service user goals are met.
- Service user has transferred out of area.
- Service user does not engage with service which includes having contact less frequently than monthly.
- Service user declines ongoing support.
- Service user has transferred to another organisation.
- Change in service user risks are too high to be managed safely.

Involvement of carers or “nominated person”

- If requested by the consumer, a “nominated person” who provides care or support to the service user shall be involved. This may include a family member, carer or friend.

When does exit planning commence

- Exit planning commences upon entry to Pathways SouthWest service – it must be documented on entry check list. (Template: Entry Check List)

Who decides the service user is to be exited

- The decision to exit a service user is made jointly during case reviews with the Manager Services, Quality and NDIS.

How is a service user exited

- Reasons for exit identified at review meetings including degree of contact that the service user and their “nominated support person” (e.g. family member, carer, etc.) is having (if appropriate).
- Best option chosen based upon service user and “nominated other” needs.
- Considerations include but are not limited to: transition to groups, discussions with nominated support person/family or others involved in care such as health professionals or agencies, ways to motivate service users to engage with the service.
- On exit all documentation must be completed – this includes updating the electronic data base and hard copy file.

Documentation of the exit process

- Exit planning is commenced upon entry to the service.
- A review is conducted which includes consultation wherever possible with the service user and “nominated others” prior to exit.
- Any necessary referrals to support the service user are undertaken.
- Exit is recorded in the service user’s electronic client record.

EXIT PLANNING POLICY & PROCEDURE

- The service user, “nominated other” (if relevant), have been advised how to re-enter the service if necessary in the future and have been provided with emergency contact numbers.
- Electronic data base updated with hard copies placed in service user file.